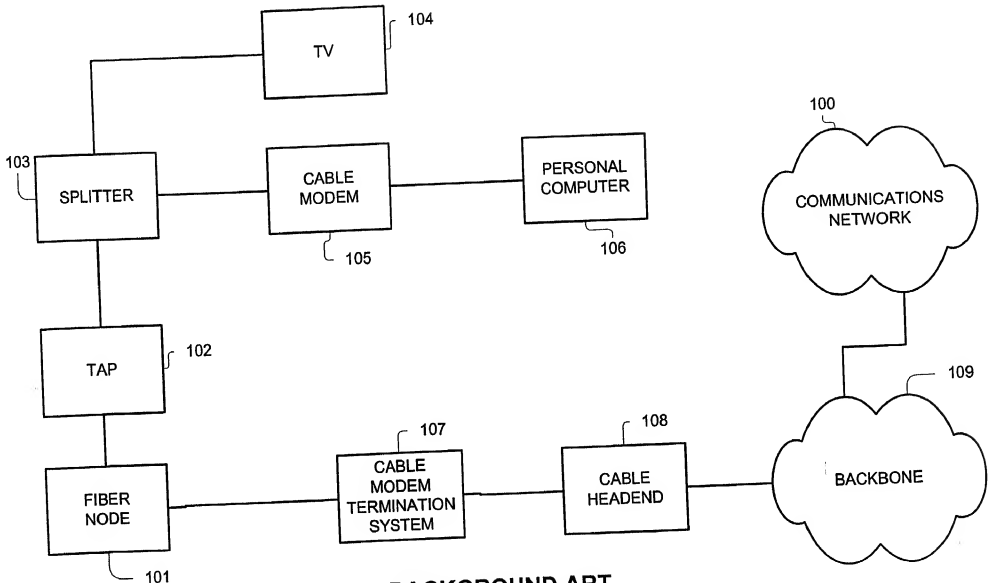
T09T50'5Z0n8Z60



BACKGROUND ART

FIGURE 1

SERIAL NO: 09/784,075
INV: Michael B. HANDLER, et al.
DOCKET # 202585US8
SHEET 1 OF 15

BACKGROUND ART

FIGURE 2

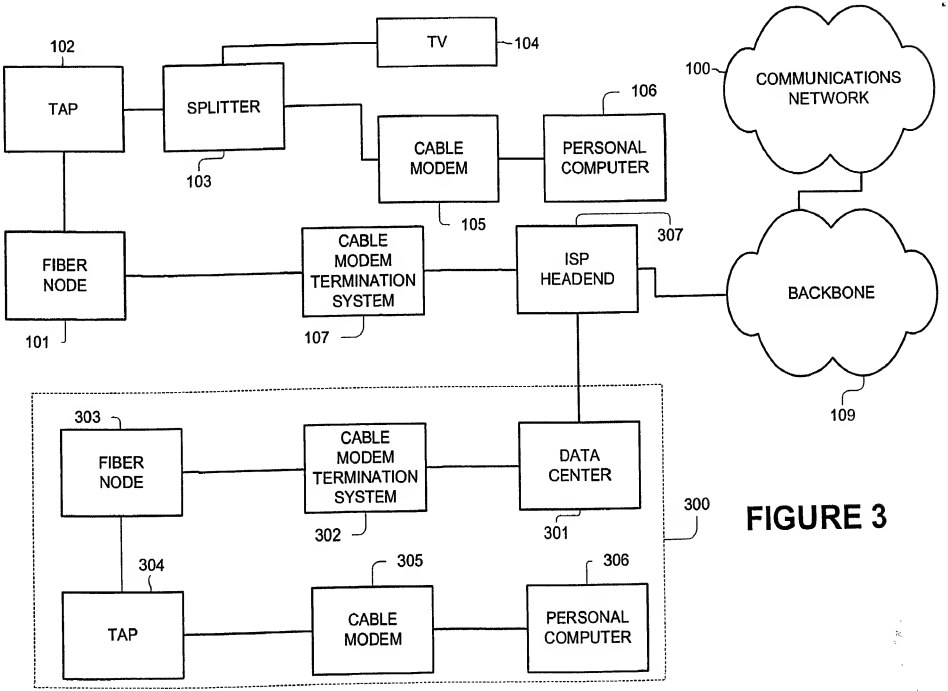

102
TAP
SPLITTER
103
TV
104
CABLE MODEM
105
106
PERSONAL COMPUTER
100
COMMUNICATIONS NETWORK
FIBER NODE
101
CABLE MODEM TERMINATION SYSTEM
107
ISP HEADEND
307
BACKBONE
109
303
FIBER NODE
CABLE MODEM TERMINATION SYSTEM
302
DATA CENTER
301
300
304
TAP
305
CABLE MODEM
306
PERSONAL COMPUTER

FIGURE 3

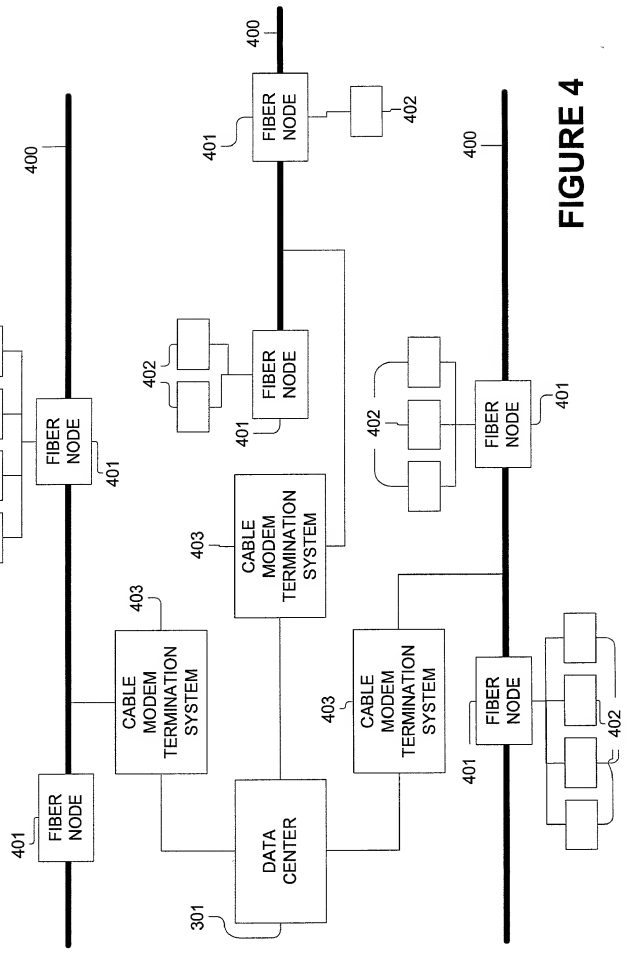

400
401
FIBER NODE
402
403
CABLE MODEM TERMINATION SYSTEM
DATA CENTER
301

FIGURE 4

T09T50"S20h8Z60

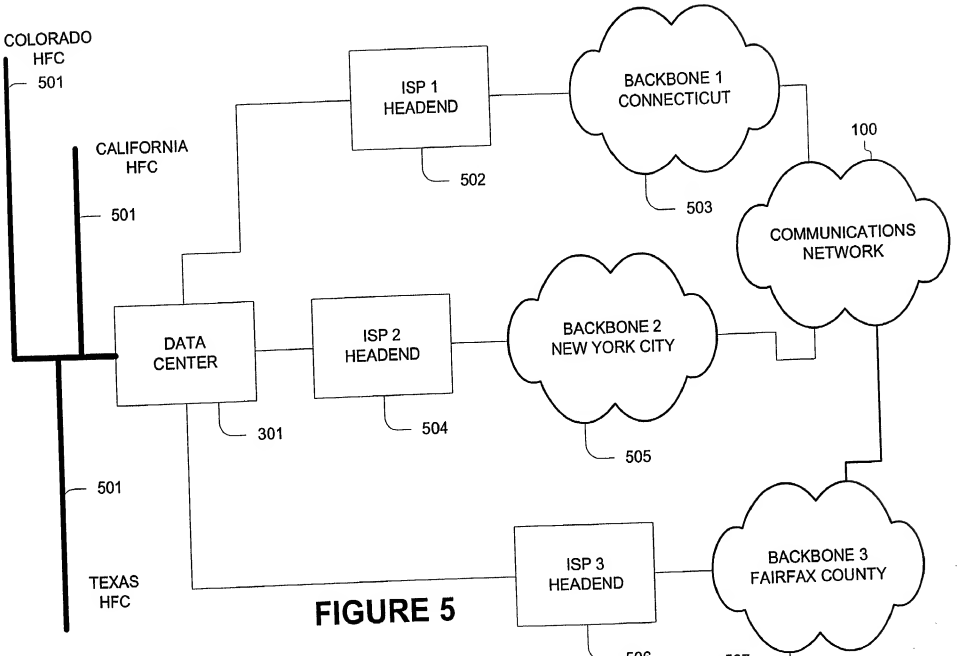


FIGURE 5

T09T50 S20N8260

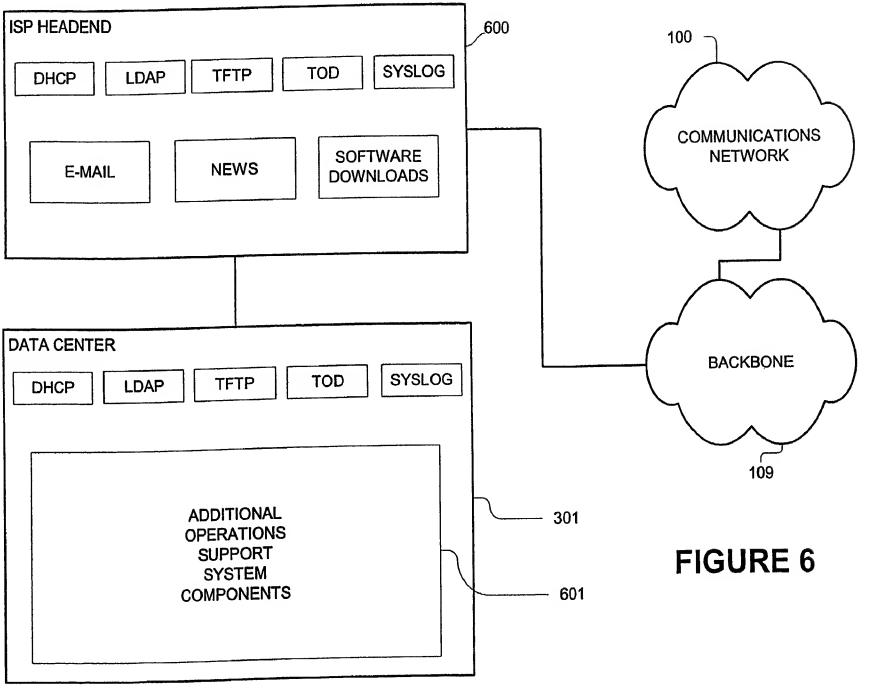


FIGURE 6

SERIAL NO: 09/784,075
INV: Michael B. HANDLER, et al.
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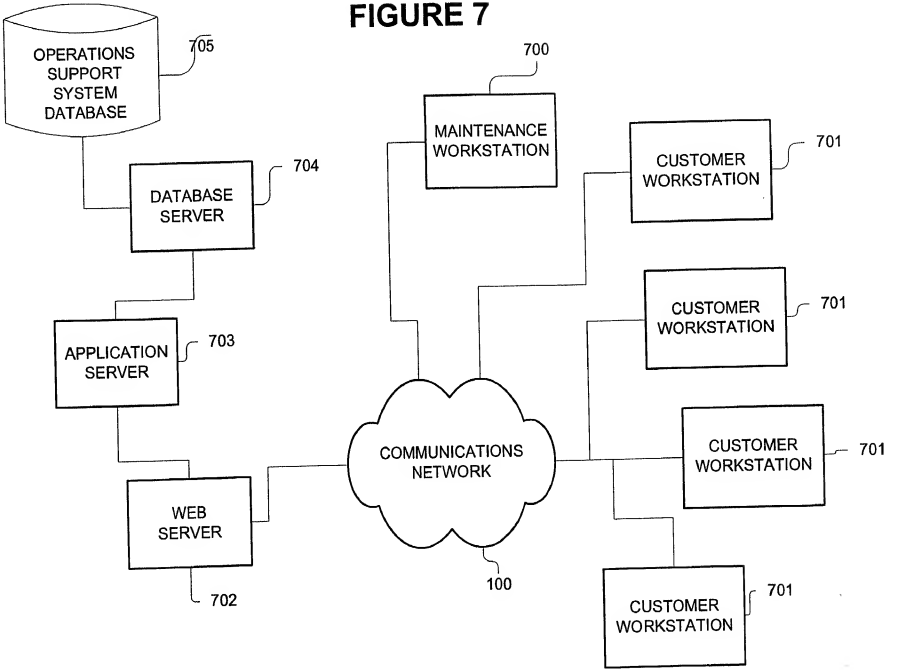
FIGURE 7



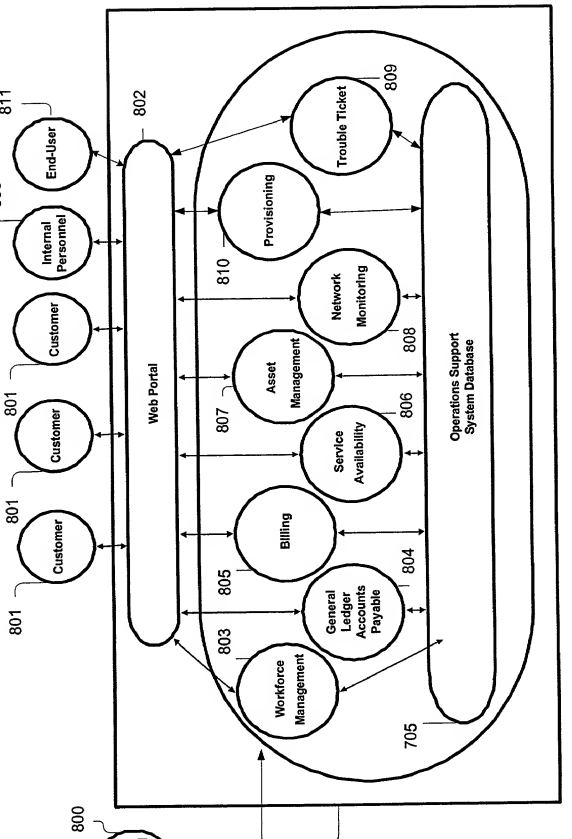

800
Internal Personnel
601
801
Customer
801
Customer
801
Customer
801
Customer
800
Internal Personnel
811
End-User
802
Web Portal
803
Workforce Management
804
General Ledger Accounts Payable
805
Billing
806
Service Availability
807
Asset Management
808
Network Monitoring
810
Provisioning
809
Trouble Ticket
705
Operations Support System Database

FIGURE 8

T09T50"SZ0+8Z60

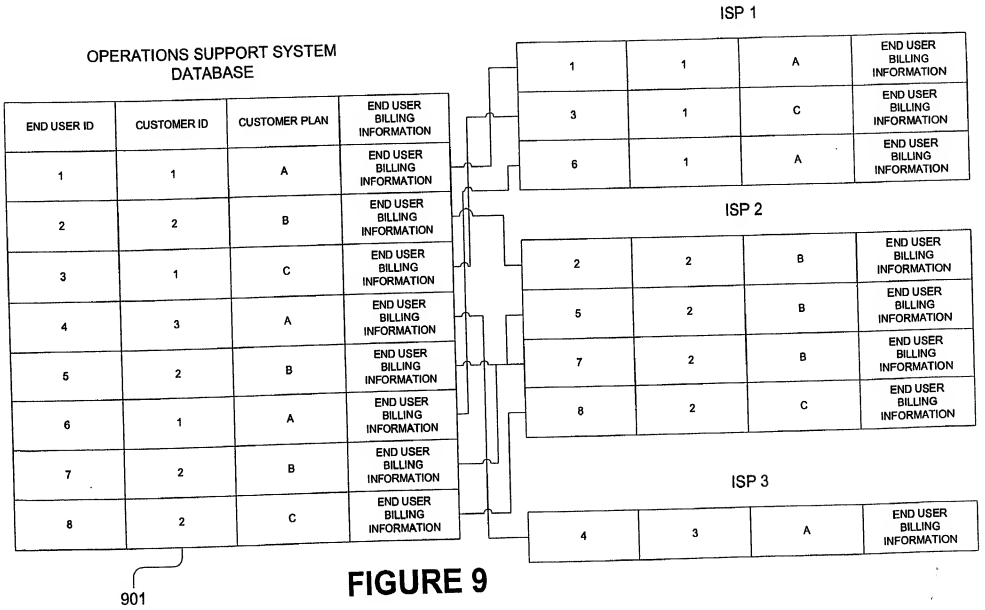


FIGURE 9

FIGURE 10

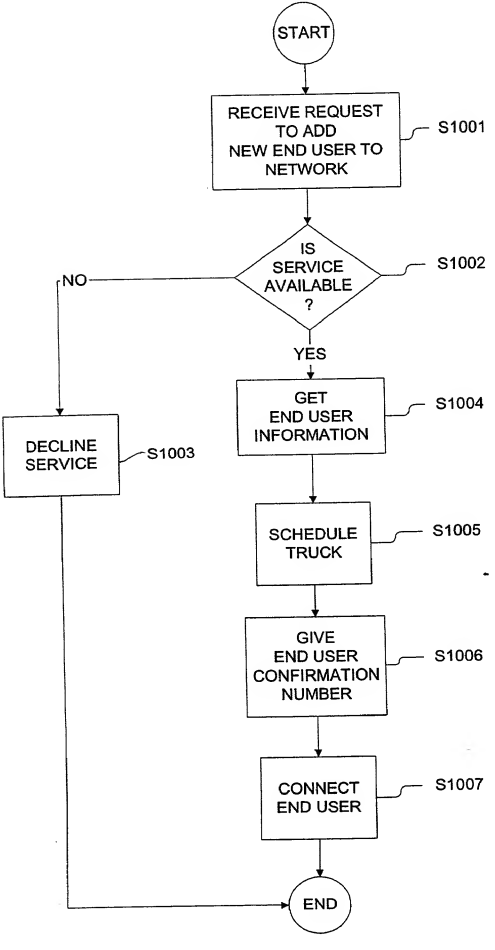

START
RECEIVE REQUEST TO ADD NEW END USER TO NETWORK
S1001
IS SERVICE AVAILABLE ?
S1002
NO
YES
DECLINE SERVICE
S1003
GET END USER INFORMATION
S1004
SCHEDULE TRUCK
S1005
GIVE END USER CONFIRMATION NUMBER
S1006
CONNECT END USER
S1007
END

FIGURE 11

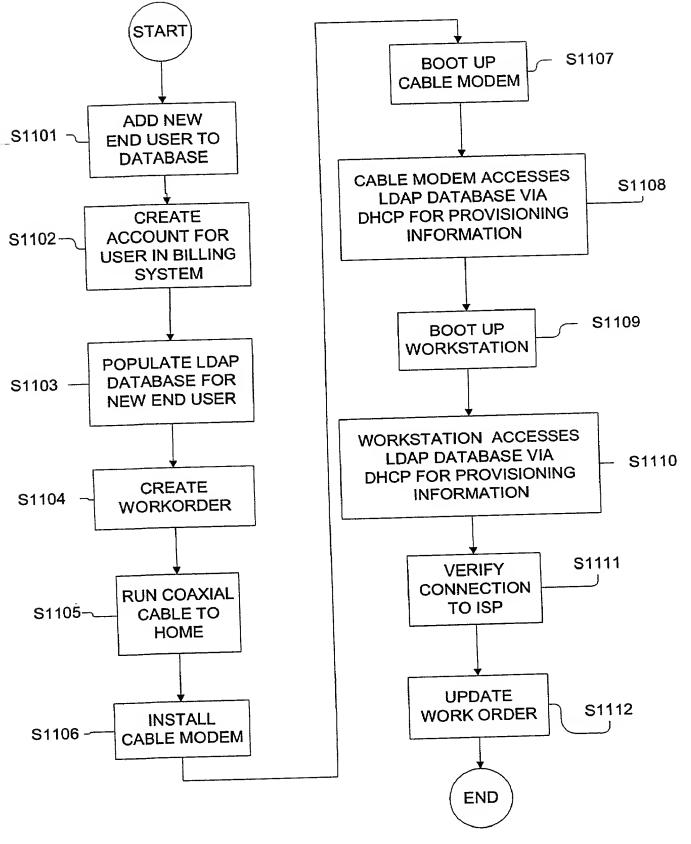

START
S1101
ADD NEW END USER TO DATABASE
S1102
CREATE ACCOUNT FOR USER IN BILLING SYSTEM
S1103
POPULATE LDAP DATABASE FOR NEW END USER
S1104
CREATE WORKORDER
S1105
RUN COAXIAL CABLE TO HOME
S1106
INSTALL CABLE MODEM
S1107
BOOT UP CABLE MODEM
S1108
CABLE MODEM ACCESSES LDAP DATABASE VIA DHCP FOR PROVISIONING INFORMATION
S1109
BOOT UP WORKSTATION
S1110
WORKSTATION ACCESSES LDAP DATABASE VIA DHCP FOR PROVISIONING INFORMATION
S1111
VERIFY CONNECTION TO ISP
S1112
UPDATE WORK ORDER
END

FIGURE 12

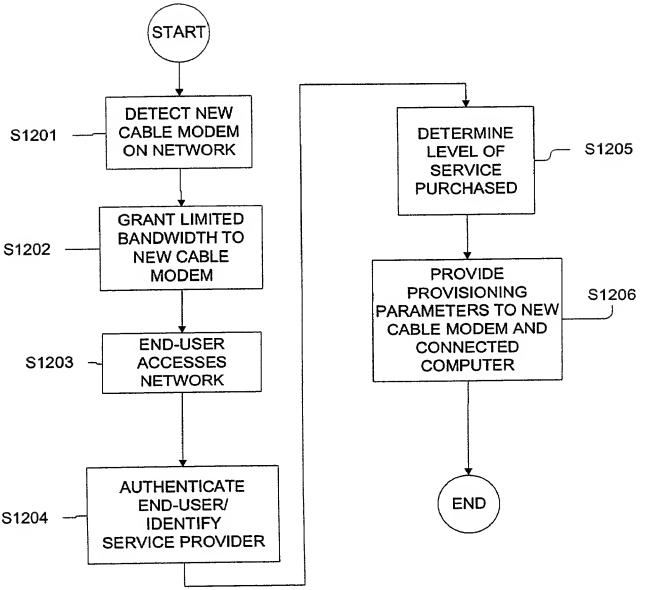

START
S1201
DETECT NEW CABLE MODEM ON NETWORK
S1202
GRANT LIMITED BANDWIDTH TO NEW CABLE MODEM
S1203
END-USER ACCESSES NETWORK
S1204
AUTHENTICATE END-USER/ IDENTIFY SERVICE PROVIDER
S1205
DETERMINE LEVEL OF SERVICE PURCHASED
S1206
PROVIDE PROVISIONING PARAMETERS TO NEW CABLE MODEM AND CONNECTED COMPUTER
END

FIGURE 13

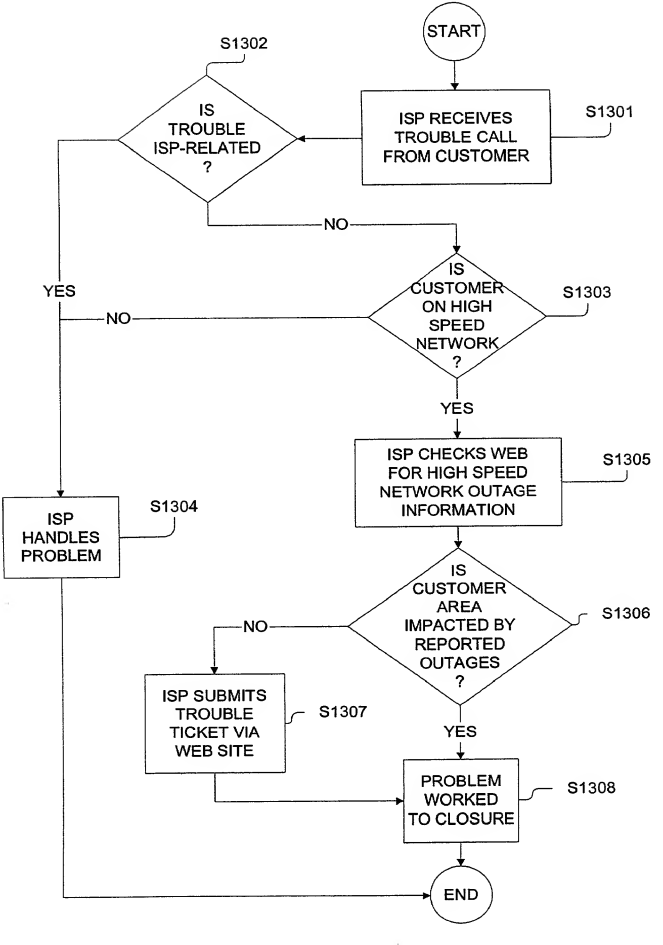
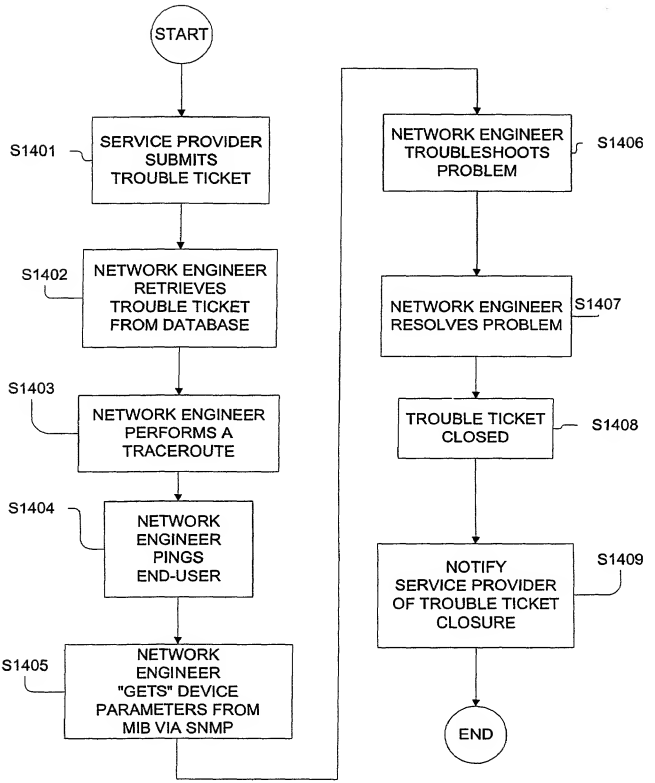
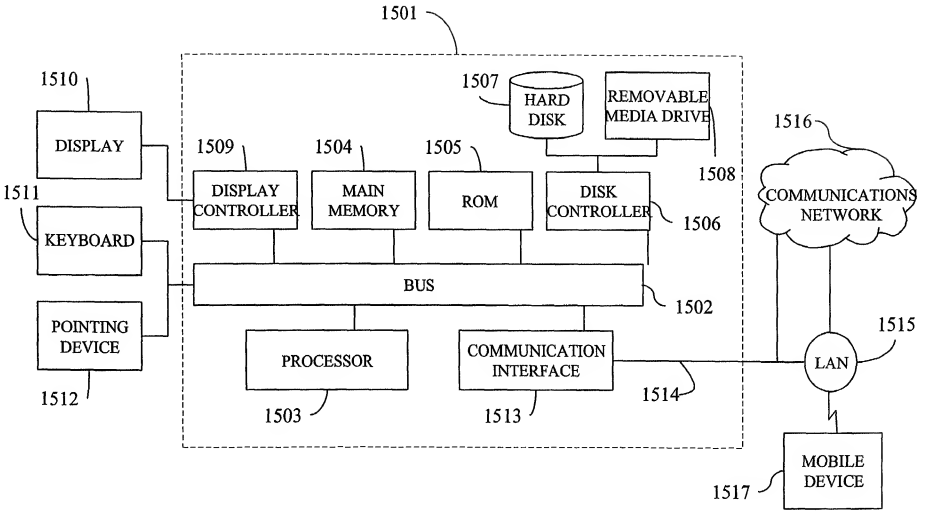

START
S1301
ISP RECEIVES TROUBLE CALL FROM CUSTOMER
S1302
IS TROUBLE ISP-RELATED ?
NO
YES
S1303
IS CUSTOMER ON HIGH SPEED NETWORK ?
NO
YES
S1304
ISP HANDLES PROBLEM
S1305
ISP CHECKS WEB FOR HIGH SPEED NETWORK OUTAGE INFORMATION
S1306
IS CUSTOMER AREA IMPACTED BY REPORTED OUTAGES ?
NO
YES
S1307
ISP SUBMITS TROUBLE TICKET VIA WEB SITE
S1308
PROBLEM WORKED TO CLOSURE
END

FIGURE 14


START
S1401
SERVICE PROVIDER SUBMITS TROUBLE TICKET
S1402
NETWORK ENGINEER RETRIEVES TROUBLE TICKET FROM DATABASE
S1403
NETWORK ENGINEER PERFORMS A TRACEROUTE
S1404
NETWORK ENGINEER PINGS END-USER
S1405
NETWORK ENGINEER "GETS" DEVICE PARAMETERS FROM MIB VIA SNMP
S1406
NETWORK ENGINEER TROUBLESHOOTS PROBLEM
S1407
NETWORK ENGINEER RESOLVES PROBLEM
S1408
TROUBLE TICKET CLOSED
S1409
NOTIFY SERVICE PROVIDER OF TROUBLE TICKET CLOSURE
END

T09T90' 5Z0H8Z60

FIGURE 15



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